

UW HEALTH JOB DESCRIPTION

CLINICAL OPERATIONS ASSISTANT LEAD

Job Code: 300146	FLSA Status: Non-Exempt	Mgt. Approval: Across the System	Date: February 2021
Department: Across the System		HR Approval: J. Olson	Date: February 2021

JOB SUMMARY

The Clinical Operations Assistant Lead is responsible for providing daily support and leadership for a group of Clinical Operations Assistants and supports a variety of patient care area leaders, programs, and projects in the inpatient, ambulatory, and service lines settings. In addition to providing leadership to aligned staff, the Clinical Operations Assistant Lead is responsible for providing administrative support, employee assistance, and assisting their aligned leader(s) with a variety of tasks supporting department operations.

This position will provide support to their aligned staff and leadership/operations which may include staff scheduling, processing payroll, department compliance, and assistance with recruitment/onboarding tasks. To best support leaders, this position may have regular access to confidential information as it relates to employee attendance, department budgets, and/or employer to employee relationships.

MAJOR RESPONSIBILITIES

- Lead daily coordination of aligned Clinical Operations Assistants.
- Coordinate, assign, and guide work activities of other clinical operations support, including work scheduling and coverage as needed.
- Identify, develop, and coordinate standard work processes within the aligned Clinical Operations Assistant group.
- Respond to questions and provide elevated support to aligned staff as it relates to payroll, time off, policies, procedures, education, and scheduling.
- Onboard new employees and provide ongoing training to staff as needed.
- Ensure consistent communication of relevant information within aligned Clinical Operations Assistant group.
- Coordinate administrative aspects of a department, unit, project, or area in partnership with department leadership, including the preparation of reports, researching issues, and assisting in updating policies, procedures, manuals, and administrative tools.
- Identify, document, and provide feedback to management on issues that are observed as having an impact on operations and employees.
- Provide leadership support with management of calendars, maintenance of agendas, taking meeting minutes, and the coordination of activities and schedules of management and department teams.
- Compose and prepare correspondence, newsletters, presentations, and additional materials as needed.
- Enter, monitor, and report departmental data and information.
- Ensure departmental and staff compliance with applicable policy and procedure requirements, including quality control monitoring of time sensitive processes and procedures.
- Coordinate and monitor departmental needs such as the purchase of supplies, materials, services, or equipment.
- Perform other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School diploma or equivalent
	Preferred	Associate's Degree in Business Administration, Healthcare, or related field
Work Experience	Minimum	Three (3) years of experience in an administrative support role
	Preferred	<ul style="list-style-type: none"> • Five (5) years of experience in an administrative support function • Leadership responsibilities within a department or team • Previous experience in a health care setting
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Excellent computer skills. Experience with word processing, database, and spreadsheet software programs. • Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts, and the general public • Ability to plan and organize the workflow in a busy office/unit environment and be self-directed and work with minimal supervision • Ability to be flexible in response to changing demands • Ability to handle a high volume of work under pressure • Resourceful in problem solving, initiative, and good judgment
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AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.